

**COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

**FIRST SET OF INFORMATION REQUESTS OF  
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY TO  
KEYSPAN ENERGY DELIVERY NEW ENGLAND**

D.T.E. 01-106

Respondent: Margie Sweeney

Date: September 13, 2005

Information Request DTE 1-4

- Q. Please provide a detailed explanation of the company's existing traditional outreach methods (i.e. not including the computer matching program) to ensure that the low-income discount rate is available to eligible customers. How often is each method of outreach conducted? What is the protocol for signing up new customers for the low-income discount rate under these traditional outreach methods? What is the protocol for removing customers from the low-income rate under traditional outreach methods?
- A. KeySpan employs a proactive approach to enroll eligible customers on the low-income discount rate. In addition to working with local Community Action Program ("CAP") agencies and local and state government agencies to identify eligible customers, the Company trains its call center employees with regards to customer eligibility for the discount rate. Thus, if a customer calls KeySpan regarding low income rates, the Company would immediately begin the eligibility verification process. For example, If during a call, the customer indicates that he or she receives Low Income Home Energy Assistance Program ("LIHEAP") benefits or any benefits administered by the Massachusetts Department of Transitional Assistance ("DTA") KeySpan would explain the eligibility verification process to the customer and take steps to ensure that the customer was placed on the appropriate rate once that verification is completed. KeySpan also trains its employees with respect to the availability of its energy efficiency programs, including its low-income energy efficiency program, which can further assist eligible customers in managing their winter bills.

Also, Each November bill inserts are included in each customer's bill explaining the Fuel Assistance Program. The brochure includes the approved income level for the number of household members and a list of agencies, including their address and phone numbers, that a customer can contact. A copy of the brochure is attached. Any customer who receives Fuel Assistance is automatically enrolled on the customer's discount rate effective November 1 of the year in which they receive the benefit.

Please refer to the Company's response to DTE 1-5 for the protocol for certifying eligibility for the discount rate.